

Information Services Department Monitor Support Policy

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Monitors

ISD provides a 17" monitor for each desktop computer, and replaces monitors free of charge when they break.

Flat-Panel Monitors

ISD is currently purchasing Cornea brand "Flat Panel" monitors for the following reasons:

- They weigh significantly less than CRT-style monitors and are easier to transport and store
- They produce less heat and thus collectively require less office air conditioning
- They consume less electricity
- They look better in public areas
- There is no disposal fee associated with flat-panel monitors at end of life
- Flat panel monitors have a larger viewable area than CRT-style monitors

Flat Panel monitors ARE NOT currently available by request because there simply are not enough of them to go around. ISD is currently deploying them in strategic locations such as public service counters and work areas where space is very limited.

Flat Panel monitors will be replaced with like flat panel monitors if/when they break and CRT style monitors will usually be replaced with a like model CRT style monitor when they break.

19" and 21" Monitors

ISD only furnishes and replaces 19" or 21" monitors for designated CADD and GIS workstations. ISD does not have spare 19" or 21" monitors available for loan.

Customers may purchase extra 19" or 21" monitors (via 10-X to ISD) – in CRT or flat-panel styles – subject to the following support limitations:

- ISD does not always stock spare 19" or 21" monitors. In the event that these devices break, the customer will have to make do with a 17" monitor until the larger device is fixed.
- Except for CADD workstations, it is the customer's responsibility to cover the cost of the repair or replacement of the larger monitors.

- ISD does not provide a 17" monitor for a workstation if a customer chooses to purchase a larger monitor.
- ISD does not cover a portion of the cost of larger monitors or give "trade ins" on 17" monitors towards the purchase of larger monitors.